



# **FollowMyHealth Features Guide:** **Viewing Your Appointments** via FollowMyHealth Phone Application

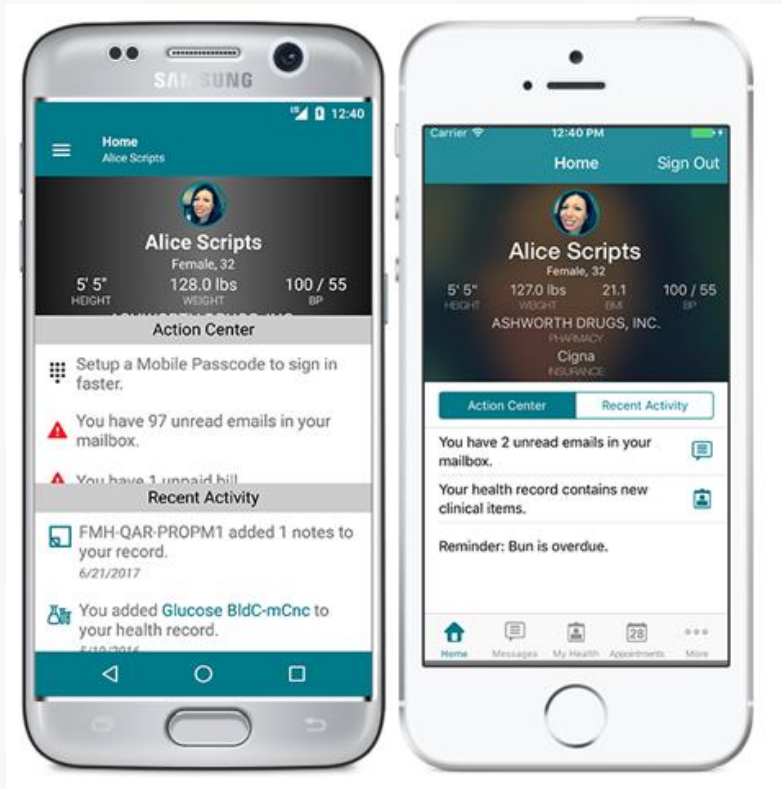


FollowMyHealth®  
An Allscripts Solution

# FollowMyHealth Phone Application

The mobile portal views will look slightly different on an Android phone vs. an iPhone. But, they both have the exact same tab functions.

Please note that the following screenshots will be views from an Android Phone.

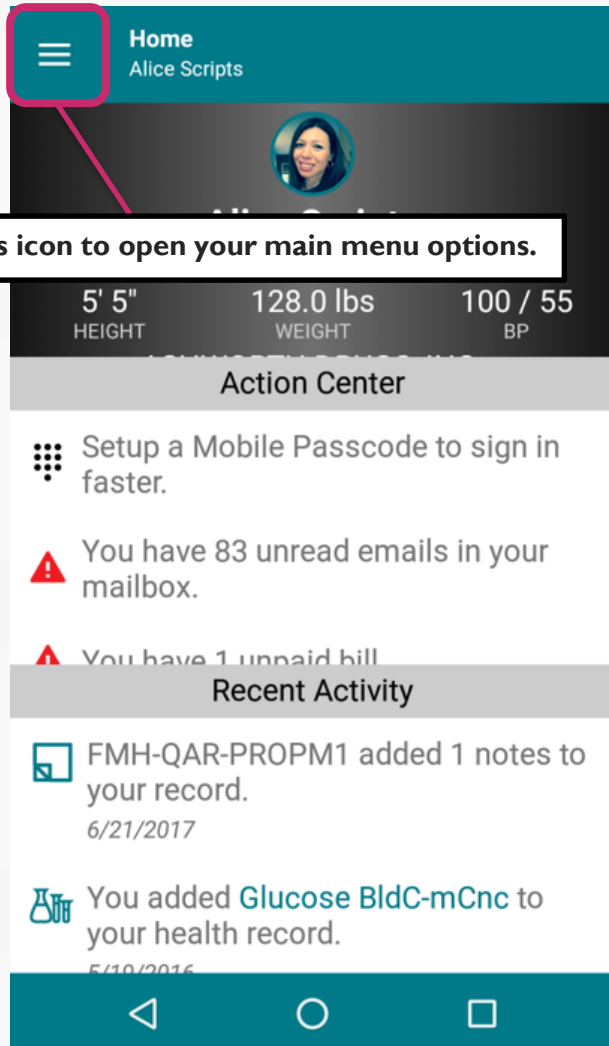


Android

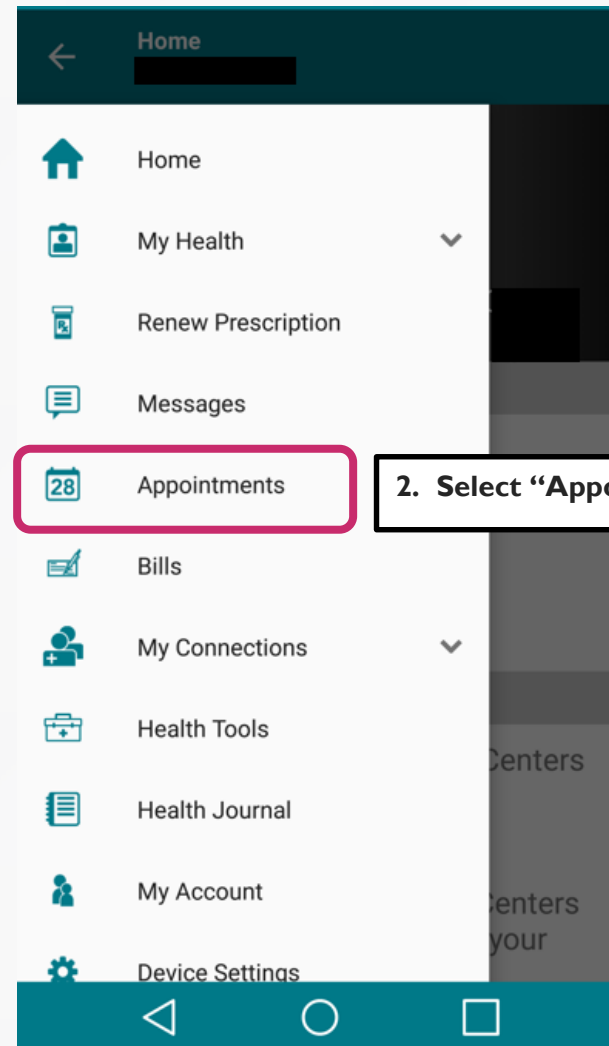
iPhone



# Viewing Your Appointments via FollowMyHealth Phone Application



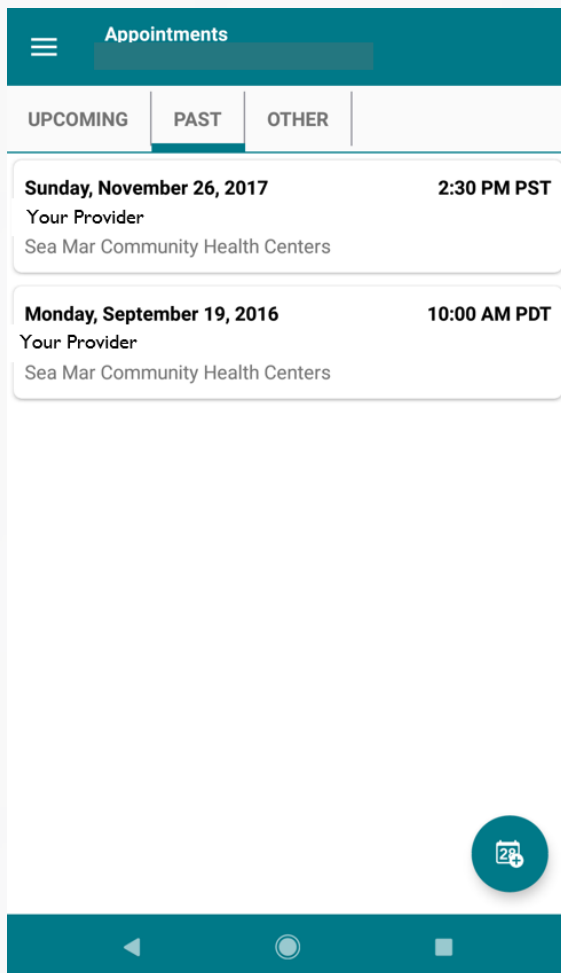
1. Click on this icon to open your main menu options.



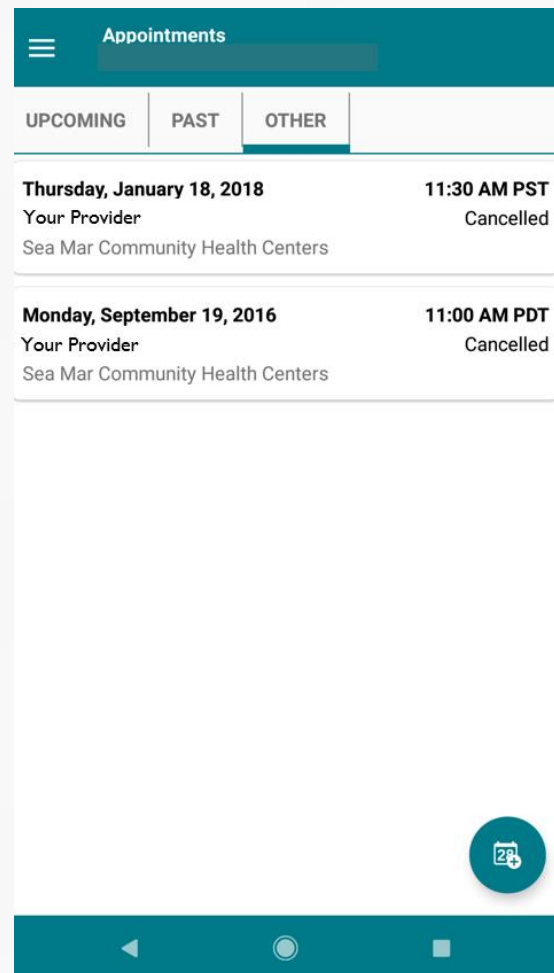
2. Select "Appointments".

# Viewing Your Appointments via FollowMyHealth Phone Application

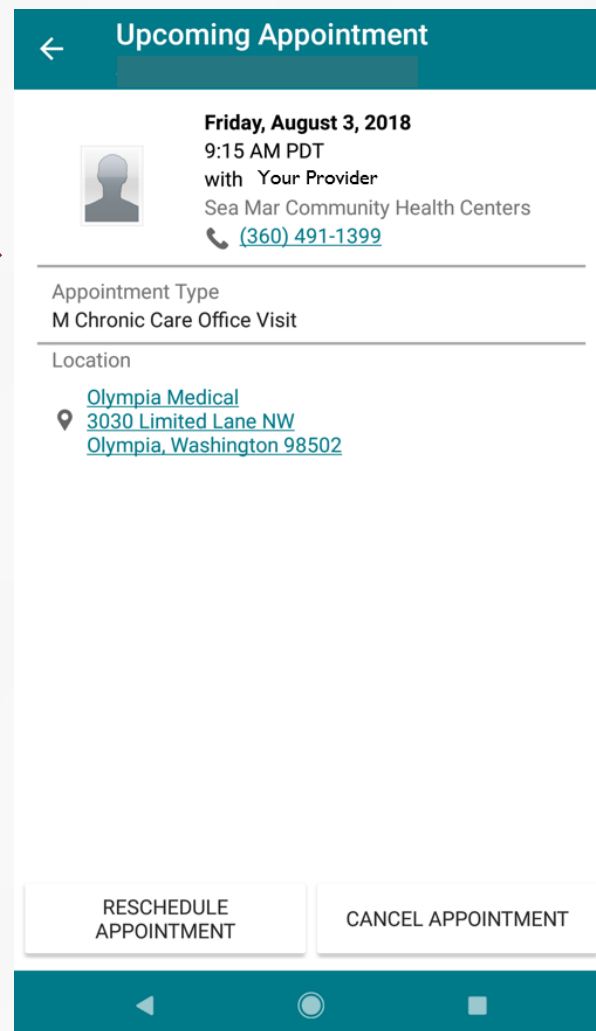
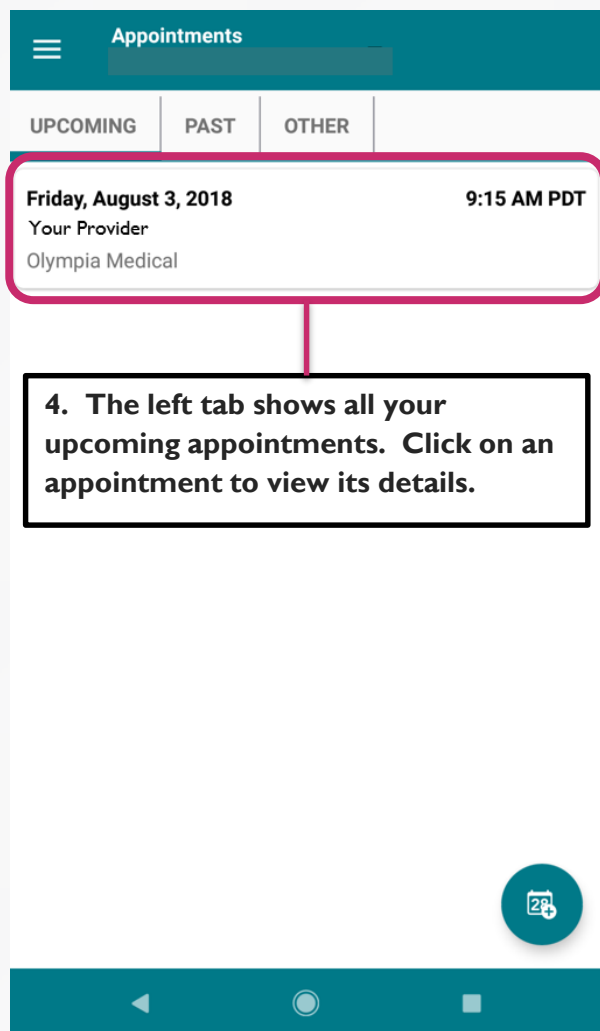
2. The middle tab shows all your past appointments.



3. The right tab shows all your other appointments, including your cancelled appointments.



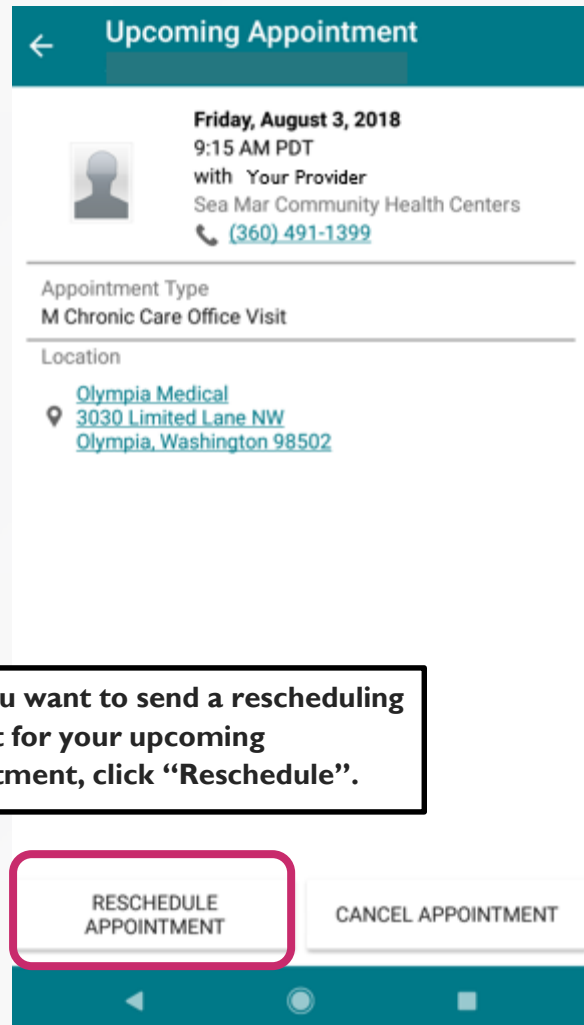
# Viewing Your Appointments via FollowMyHealth Phone Application





# Rescheduling Your Appointments

# Rescheduling Your Appointments via FollowMyHealth Phone Application



1. If you want to send a rescheduling request for your upcoming appointment, click “Reschedule”.

# Rescheduling Your Appointments via FollowMyHealth Phone Application

**Reschedule Appointment** ✕

For [redacted]

**WHEN?** **CONFIRM**

Your Provider MD  
Sea Mar Community Health  
Centers  
other **CHANGE**

**Your appointment preferences**  
Please indicate your availability for an appointment.  
You can enter multiple time slots (e.g First Available  
on a Monday at anytime).

First Available ▾

On the following days

MON TUE WED THU FRI

After ▾

10:00 AM ▾

**ADD THIS TIME SLOT**

2. Select in the drop-down menu when you would like to have an appointment. Then, select the day(s) that you're available to have this appointment.

3. Select in the drop-down menu your desired time frame for this appointment.

4. Click "Add this time slot."



# Rescheduling Your Appointments via FollowMyHealth Phone Application

**Reschedule Appointment** ✕

For [ ]

**WHEN?** **CONFIRM**

Your ProviderMD  
Sea Mar Community Health  
Centers  
other

CHANGE

Selected Time Slots

MON, TUE: After 10:00 AM, First Available

Add a time slot

NEXT

**Note:** If you want to remove the time preference to add a different time preference, click on the trash can icon.

**Note:** Your date and time preference are saved below.

**6.** Click "Next".

**5.** If you would like to add another time preference on when you're available for an appointment, click on "Add a time slot". This will go back to the screenshot on page 7.

# Rescheduling Your Appointments via FollowMyHealth Phone Application

**Reschedule Appointment** [X]

For [ ]

**WHEN?** | **CONFIRM**

Your Provider's MD  
Sea Mar Community Health  
Centers  
other [CHANGE]

**7. Type the reason for your appointment in this section. You will not be able to move forward without this section completed. The body of the message is limited to 40 characters.**

**Requested Time Slots**  
MON, TUE: After 10:00 AM, First Available [CHANGE]

**Reason for Appointment**

**8. Optional: Type any comments.**

**Comments**

Appointments may or may not be available within the time slots you are requesting.

**9. Click "Send Request".**

**Send Request** [28]

**Note: If you want to change the time preference, click "Change". This will go back to the screenshot on page 8.**

# Rescheduling Your Appointments via FollowMyHealth Phone Application

**Reschedule Appointment**

For [REDACTED]

**WHEN?** **CONFIRM**

Reason for Appointment 18/40  
Diabetes follow up

Comments

**Reschedule Appointment**

Your request to reschedule your appointment has been submitted. It will not appear in FollowMyHealth until it has been confirmed by your providers office. A record of this request is available in your sent folder.

OK

10. You'll receive this confirmation that your request to reschedule your appointment was sent.

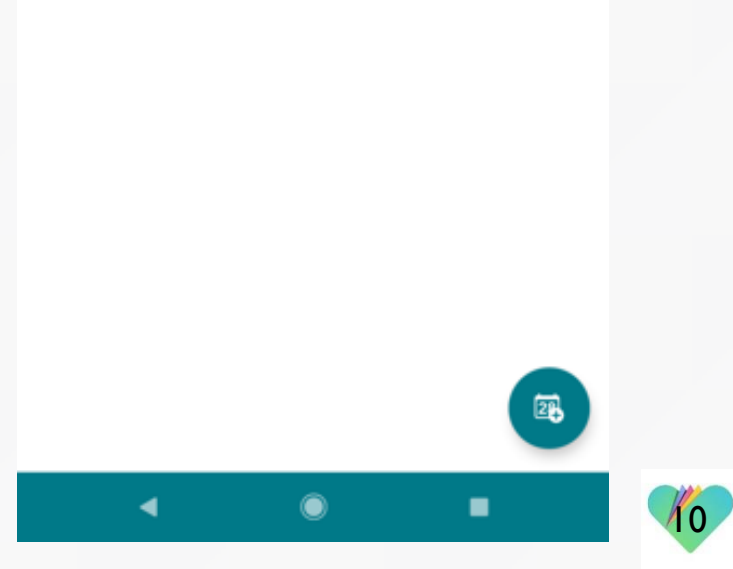
**Appointments**

UPCOMING PAST OTHER

Friday, August 3, 2018 9:15 AM PDT  
Your Provider  
Olympia Medical

Pending Reschedule

11. You'll also see a "Pending Reschedule" appear on your upcoming appointment. This will disappear once this appointment has been rescheduled.



# Rescheduling Your Appointments via FollowMyHealth Phone Application

After sending a rescheduling request to the clinic, you will receive a message in your Inbox to confirm the date and time of your appointment. Follow the instructions below to go to your Inbox.



Home  
Alice Sc



5' 5"  
HEIGHT

128.0 lbs  
WEIGHT

100 / 55  
BP

## Action Center



Setup a Mobile Passcode to sign in faster.



You have 83 unread emails in your mailbox.



You have 1 unpaid bill

## Recent Activity



FMH-QAR-PROPM1 added 1 notes to your record.  
6/21/2017



You added **Glucose BldC-mCnc** to your health record.  
5/19/2016



Home



My Health



Renew Prescription



Messages



Appointments



Bills



My Connections



Health Tools



Health Journal



My Account

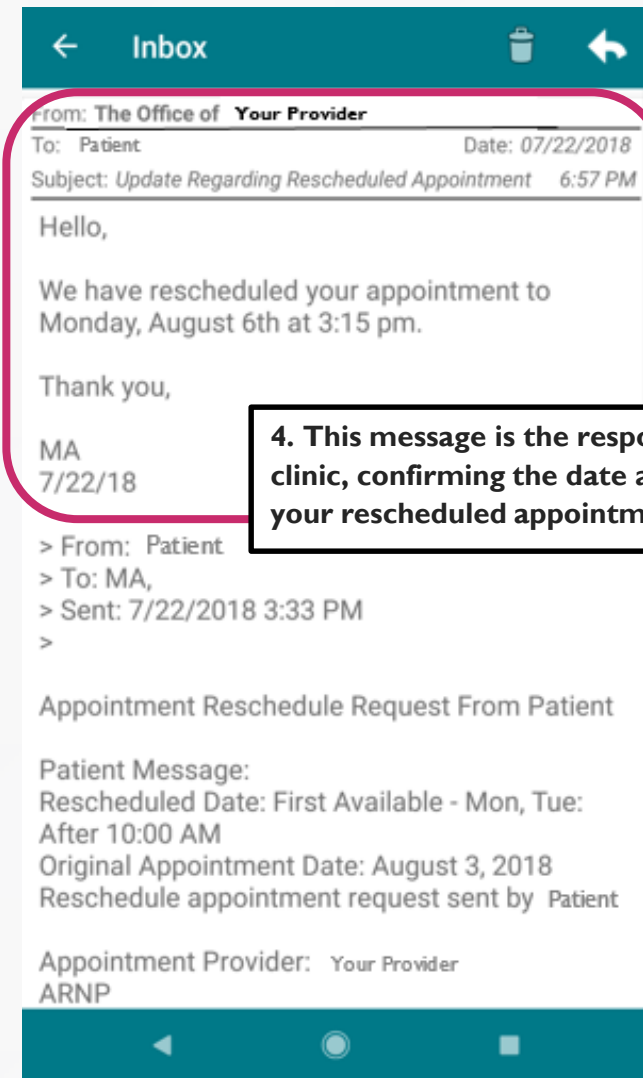
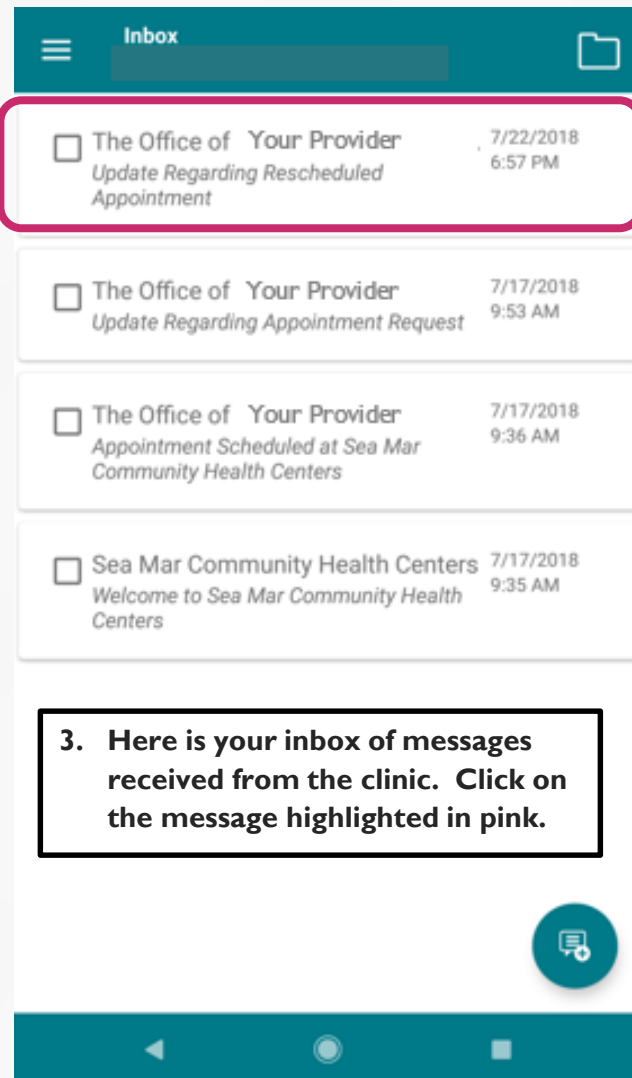


Device Settings

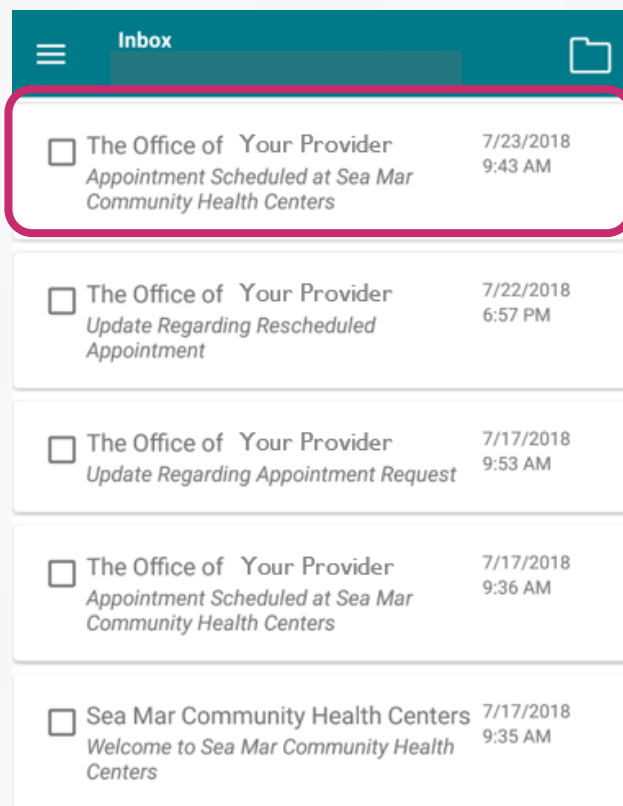
2. Select "Messages".



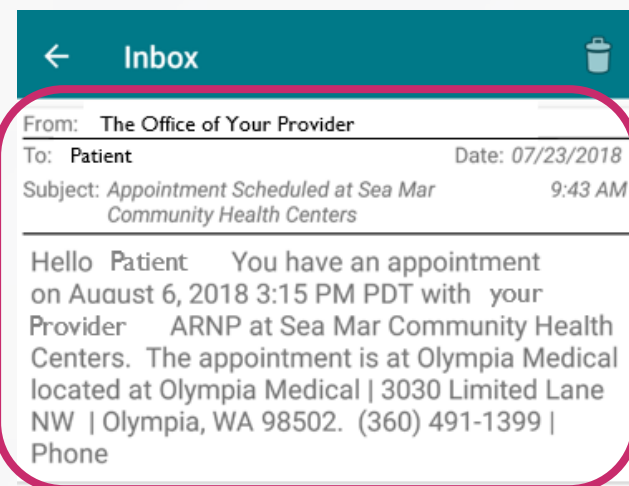
# Rescheduling Your Appointments via FollowMyHealth Phone Application



# Rescheduling Your Appointments via FollowMyHealth Phone Application



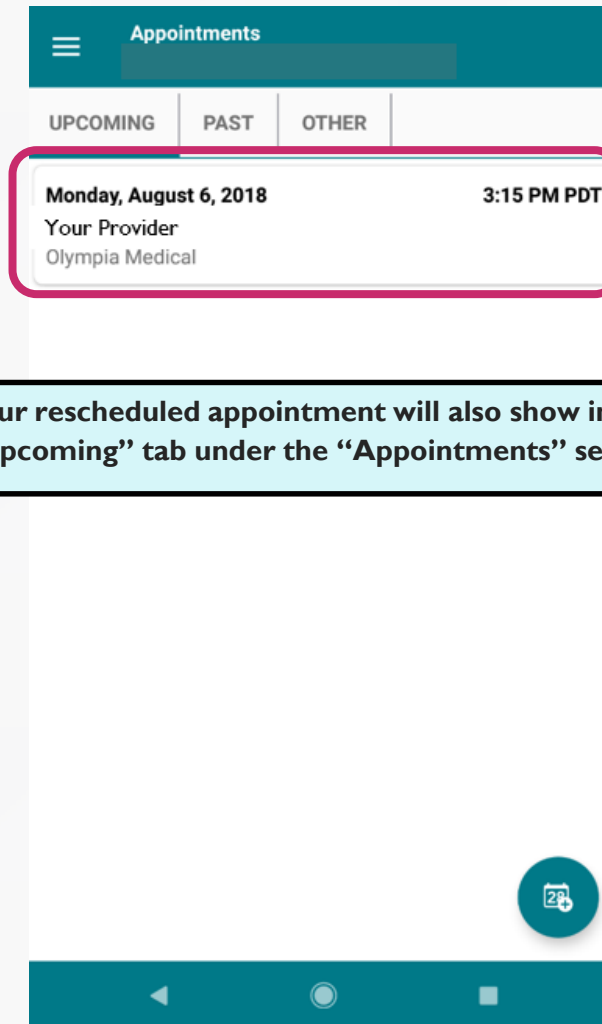
**5. You will also receive an automated confirmation message from the clinic in your Inbox. Click on the message highlighted in pink.**



## 6. This message contains:

- **Date and time of your appointment**
- **Provider you will be seeing**
- **Clinic location of your appointment**
- **Clinic's contact information**

# Rescheduling Your Appointments via FollowMyHealth Phone Application




Your rescheduled appointment will also show in the “Upcoming” tab under the “Appointments” section.


# Canceling Your Appointments




# Canceling Your Appointments via FollowMyHealth Phone Application

← Upcoming Appointment



**Friday, August 3, 2018**  
9:15 AM PDT  
with Your Provider  
Sea Mar Community Health Centers  
 [\(360\) 491-1399](tel:(360)491-1399)

Appointment Type  
M Chronic Care Office Visit

Location  
[Olympia Medical](#)  
 [3030 Limited Lane NW](#)  
[Olympia, Washington 98502](#)

RESCHEDULE APPOINTMENT

CANCEL APPOINTMENT

1. If you want to cancel your upcoming appointment, click “Cancel”.

# Canceling Your Appointments via FollowMyHealth Phone Application

← Cancel Upcoming Appointment

Friday, August 3, 2018  
9:15 AM PDT  
with **Your Provider**  
Sea Mar Community Health Centers  
(360) 491-1399

Please indicate why you'd like to cancel this appointment.

NO  
TAKE NO ACTION

YES  
CANCEL THIS  
APPOINTMENT

2. Type the reason for canceling your appointment in this section. You will not be able to move forward without this section completed.

3. Click "Yes Cancel This Appointment".

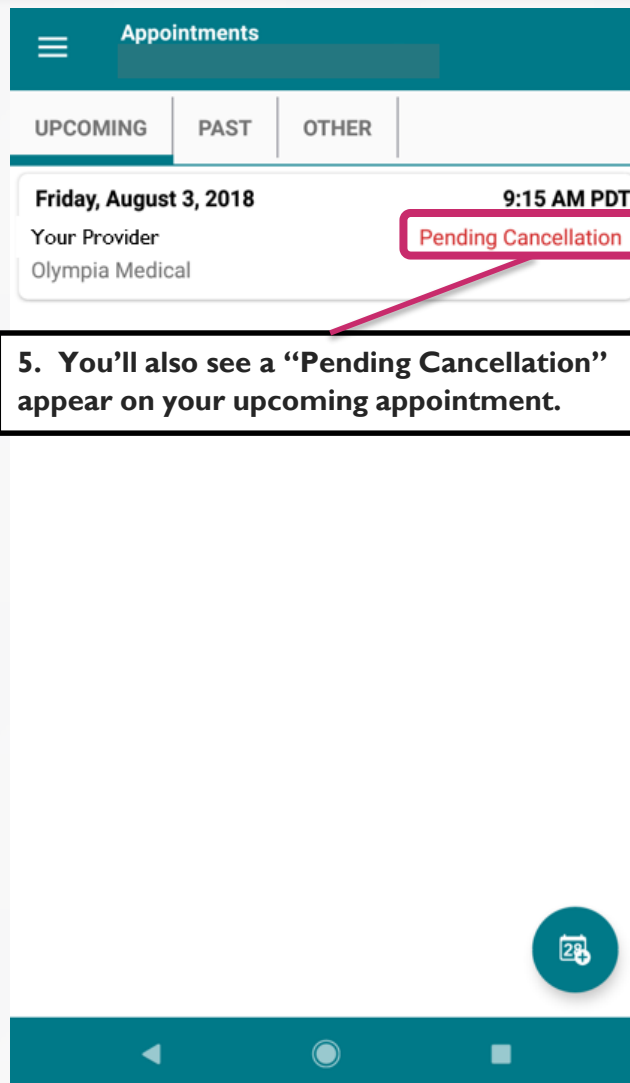
# Canceling Your Appointments via FollowMyHealth Phone Application

4. You'll receive this confirmation that your request to cancel your appointment was sent.

## Cancel Appointment

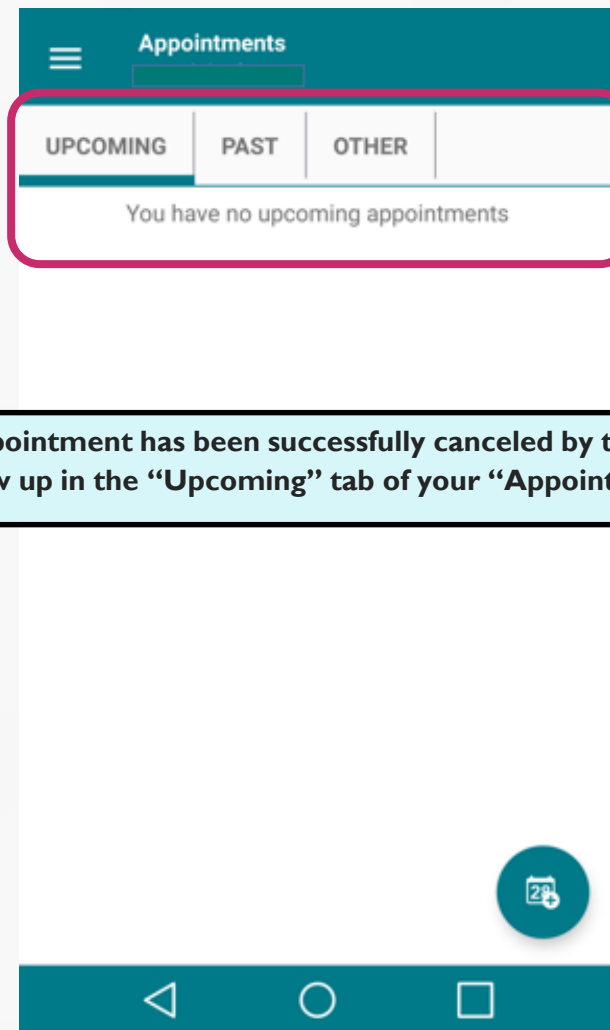
Your request to cancel your appointment with your Provider was sent.

OK



5. You'll also see a "Pending Cancellation" appear on your upcoming appointment.

# Canceling Your Appointments via FollowMyHealth Phone Application



**Once your appointment has been successfully canceled by the clinic, it will no longer show up in the “Upcoming” tab of your “Appointments” section.**

# FollowMyHealth Support Information

If you need any assistance and/or support for your FollowMyHealth account, please contact:

Support Hotline: 1-888-670-9775

Email: [support@followmyhealth.com](mailto:support@followmyhealth.com)



FollowMyHealth<sup>®</sup>